



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

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London Breed
Mayor

Trent Rhorer
Executive Director

MEMORANDUM

TO:	HUMAN SERVICES COMMISSION				
THROUGH:	TRENT RHORER, EXECUTIVE DIRECTOR				
FROM:	JOAN MILLER, DEPUTY DIRECTOR, FCS ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS				
DATE:	APRIL 21, 2023				
SUBJECT:	NEW GRANT: SENECA FAMILY OF AGENCIES (NON-PROFIT) TO PROVIDE SECURE TRANSPORTATION FOR FOSTER CHILDREN AND YOUTH				
TERM:	7/1/2023 - 6/30/2026				
AMOUNT:	<u>Current</u> \$200,000		<u>Total</u> \$200,000		
ANNUAL AMOUNT:	<u>FY23-24</u> \$100,000	<u>FY24-25</u> \$100,000	<u>FY 25/26</u> TBD		
Funding Source FUNDING:	<u>County</u> \$200,000	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u> \$200,000
PERCENTAGE:	100%				

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The Department of Benefits and Family Support (BFS) requests authorization to enter into a new grant with Seneca Family of Agencies (Seneca) for the period of July 1, 2023 through June 30, 2026 in an amount of \$200,000. The purpose of this grant is to provide safe and secure transportation for foster youth with complex and challenging medical, mental health, and behavioral needs to placements inside and outside of San Francisco.

Background

Approximately 40% of San Francisco foster children are placed out of county. Family and Children's Services (FCS) has placed youth all over California, as well as in other states including but not limited to Texas, Florida, Pennsylvania and Utah. Any change of placement can be traumatic, and for children and youth with complex and challenging needs, it can be a very vulnerable time. Some youth pose a danger to themselves and/or others and need a more secure and supportive transportation option than can be provided solely by a Protective Services Worker. For these rare occurrences, having specialized and highly trained personnel is essential to ensure a youth is transported safely to a placement. This type of transport usually involves a youth who is quite resistant in going to their new placement and has usually exhausted all other possibilities for placement. Specialized treatment for some youth can mean being placed unwillingly out of state or at a placement not of their choice and other less secure options of transportation have been exhausted.

Services to be Provided

Upon referrals from FCS, Seneca will quickly prepare a detailed cost estimate of each transport, tailored to the needs of the individual youth, each with their own, sometimes severe, behavioral and mental health needs. Transportation may include road, train, air travel and overnight stays. Seneca will be provided with information about the child's strengths and needs, when available, as well as information required to engage and involve family members in the transportation process, so that the child can be made to feel as safe and comfortable as possible during transport. The building of a solid relationship can help to anticipate any potential challenges or crises that could arise during the transportation process. Seneca staff will remain with the youth during transport, providing safety and security during the trip.

The Seneca staff providing the transportation are trained in first aid, CPR, pass a criminal background check, TB screen and are guided by the extensive training in comprehensive crisis response/behavior management curriculum.

For more information regarding services to be performed by the Grantee, please refer to Appendix A (attached). The Department has included one more year, as this service usually isn't fully expended.

Location and Time of Services

Services will be provided in and outside of California, wherever youth is to be transported.

Selection

Grantee was selected through Informal Bid 1035, which was competitively bid in January 2023.

Funding

Funding for this grant is provided by local General funds.

ATTACHMENTS

Appendix A - Services to be Provided

Appendix B - Rates and Calculation of Charges

**Appendix A – Services to be Provided
Seneca Family of Agencies –Secure Transport
Effective July 1, 2023 – June 30, 2026**

I. Purpose of Grant

The purpose of this grant is to provide safe and secure transportation for foster youth with complex and challenging medical, mental health, and behavioral needs to placements inside and outside of San Francisco.

II. Definitions

CARBON	HSA Contracts web-based data system
Grantee	Seneca Family of Agencies
HSA	Human Services Agency of the City and County of San Francisco
Foster Care	Parental care provided by non-relatives licensed by the Child Welfare system
FCS	Family and Children’s Services; a division of SFHSA
FCE	Foster Care Eligibility
PSW	Protective Services Worker
YTD	Year to Date

III. Target Population

Dependent youth in court ordered out-of-home placement who require a secure transport to their court-ordered placement, which may be inside or outside of San Francisco and have complex and challenging medical, mental health and/or behavioral needs. Population may include youth who are severely emotionally disturbed and/or with developmental delays and/or a danger to themselves or others.

IV. Description of Services.

Grantee will provide the following:

- A. Respond to referrals within 2 hours from FCE secure transport coordinator during normal business hours. FCS/FCE point person will contact Grantee by using the Rapid Response Hotline (877-305-8989), which is staffed 24/7 and follow up with an email. Most requests are urgent, usually requiring transport within a day or week. Either the Assistant Director of Rapid Response or the Director will be in direct contact within 2 hours of call/email.
- B. Provide detailed estimate of projected travel expenses within a 24-hour period, unless otherwise specified. FCS/FCE staff will provide background information, as available, to ensure the building of relationship during transport, as well as the ability to anticipate any potential trigger, challenges or crises that could arise during a transportation. Information to include if youth is aware of scheduled transport. Email communication is preferred between the two point people from each agency. Communication may include the PSW to provide additional information.

- C. Transportation should be tailored to meet the needs of individual youth, each with their own, sometimes severe, behavioral and/or mental health needs. Transportation may include crisis intervention and taking appropriate emergency actions.
- D. Transportation may include road, train and air travel, and overnight stays. No taxi, uber, lyft or any other similar mode of transportation is allowed to transport youth during secure transport.
- E. All Transportation vehicles must be clean and safe. Rental cars are acceptable.
- F. No restraints may be used during the transport, unless the youth is an immediate danger to him/herself or a danger to others.
 - a. Grantee cannot use medications to assist in sedating youth for transport.
 - b. Grantee cannot use devices or other mechanical restraints/devices to transport youth including but not limited to handcuffs, rope, zip cords, and tasers.
 - c. Grantee cannot physically force a youth onto transportation or to go to a location.
 - d. Grantee cannot physically restrain a youth from fleeing or going AWOL. Grantee to report AWOL immediately to FCS.
 - e. Grantee may only use limited physical restraint if a youth is, or is in immediate danger of, harming self or other.
 - f. Grantee may need to call appropriate emergency personnel if necessary.
- G. Grantee will attend implementation meetings as needed. Either Grantee or FCS may request implementation meeting.

V. Locations and Time of Services

Services will be provided in and outside of California, wherever youth is to be transported.

VI. Grantee Responsibilities

- A. Employees are required to meet the following criteria to be utilized to provide transportation supervision:
 - a. Obtain and pass an annual criminal background check
 - b. Obtain Live Scan for California Child Abuse Central index to screen for substantiated cases of physical abuse, sexual abuse, mental/emotional abuse, and/or severe neglect of a child.
 - c. Obtain and maintain TB clearance and documentation
 - d. Be trained in: CPR, First Aid, Crisis Prevention and Intervention and/or Behavior management
 - e. If transporting, have a valid driver's license. Vehicle used in transport must be licensed and insured and equipped with approved child safety equipment and restraints (e.g., car seat, if needed)
 - f. Maintain confidentiality

- B. Employees are mandated reporters for child abuse. Should a case require a referral to Child Protective Services (CPS), the grantee will contact FCS, as required by law.
- C. Be familiar with FCS practices and policies such as the California Core Practice model. Information on the CPM can be found here: <http://calswec.berkeley.edu/California-child-welfare-core-practice-model>.

VII. Service Objectives

- A. Respond to 100% of requests for transport within designated time frame.
- B. Accept all transports or work together to mitigate any safety concerns and come to creative and individualized plans and/or solutions.

VIII. Outcome Objectives

Complete scheduled transport safely 100% of time, unless transport cancelled or youth is unable to be transported for some reason not in the control of the Grantee.

IX. Reporting Requirements

- A. Annual Reports: Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section IV, VII & VIII- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee as well as case examples.
- B. Grantee will provide Ad Hoc reports as required by the Department.
- C. For assistance with reports, contact Johanna Gendelman, Contract Manager at Johanna.Gendelman@sfgov.org.

X. Monitoring Activities

Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

Appendix B: Rates and Calculation of Charges
Seneca Family of Agencies
Secure Transportation
7/1/2023 - 6/30/2026

I. The term for Secure Transport under this Agreement will begin effective July 1, 2023 and end June 30, 2026.

II. Grantee will be compensated per individual transport according to the following fee schedule:

<u>Staff</u>	<u>Cost</u>
Program Director	\$100 per hour
Clinican	\$90 per hour
Mobile Counselor	\$75 per hour
Program Assistant	\$75 per hour
<u>Additional costs</u>	
Airfare/train fare*	Estimated \$600 per one way
Rental Car*	Estimated \$500 per day
Lodging*	Estimated \$250 per day
Per diem	\$60 per staff per day
Mileage	At Federal rate

*Invoices will be based on actuals, not estimates.

Total contract amount for the period of July 1, 2023 through June 30, 2026 is not to exceed **\$200,000**. Estimated use is \$100,000 per year AND any unspent funds will be budgeted to year three.

III. Grantee shall submit invoices upon completion of each transport outlined in Appendix A. Invoices shall itemize each actual expense incurred for a transportation.

IV. Cancellation Policy

Should, for any reason, a transport arranged by Grantee to be cancelled, HSA shall reimburse Grantee for all services rendered (i.e. staff time dedicated to planning or coordination) and costs incurred (e.g. purchased tickets, lodging or rental car reservations) up until the time of cancellation. For cancellations that take place on the day of an arranged transport, HSA agrees to reimburse Grantee for 4 hours of staff related to the transport. Grantee agrees to submit all documentation for any cancellations with invoice.